



Maria Maduro-Angela of Red Sail Sports is named Telephone Operator of the Year

Though they toil away day after day, often maintaining their patience and good nature in the face of adversity and rudeness, the exceptional work of a telephone receptionist often is ignored and unappreciated. Mr. Carlos Albertus, Managing Director of B&P/Interface decided a number of years ago that this was an oversight that needed to be corrected, and with the cooperation of the RBTT Bank Aruba N.V. and SETAR, N.V., Aruba's Telecommunications Company, organized the annual Tele Award in Aruba. Mr. Albertus originally introduced the concept of the awards in 1994.

The presentation of the three winning operators for 2005-2006 amongst the forty-five companies that participated took place in the RBTT Bank conference rooms on Friday, March 10, International Telephone Operators Day. "The most valuable asset a business can have is in its telephone receptionist," observed Mr. Albertus, "much depends upon this person as they provide the important link between their company and its clients."

This year's first place winner, Maria Maduro-Angela, working in the reservations department of Red Sail Sports, N.V. provides not only a link between her company and its clients, but between Aruba and its potential visitors, as she is often the first person to give them an impression of the island when they call to inquire about services. Aside from taking calls from vacationers on the island, she often is handling calls from people in the states with grace and resourcefulness, and Director of Human Resources, Erlinda Leydens was not at all surprised that Maria was named a winner, much less first place. "She does an outstanding job everyday," expressed Erlinda proudly. For the quality of assistance she delivers Maria received a beautifully engraved trophy sponsored by the RBTT Bank Aruba, a check for 750 florins from B&P Interface Aruba, a Motorola GSM Razor Smartphone courtesy of SETAR along with a 100 florins gift certificate and a gift certificate from Maggy's N.V.

Second place winner Vivica Theman of the Costa Linda Beach Resort also received an engraved trophy, a 250 florins check from B&P Interface, and a gift certificate from SETAR of 150 florins. The Radisson Aruba Resort will treat Vivica and a guest to their fabulous Sunday Brunch at the Sunset Grill Restaurant, and she will get a free make-over from Maggy's N.V.

Nataly Arends of PriceWaterhouse Cooper was also the recipient of an engraved trophy for winning third place. Her awards included a 100 florin check from B&P Interface, a 150 florins gift certificate from SETAR, a dinner for two compliments of the Texas de Brazil restaurant in Palm Beach, and a relaxing treatment courtesy of the Mandara Spa.

Joining Mr. Albertus for the presentations of the awards was Edna Farro, Director of the RBTT Bank Aruba, Robert Mons, the bank's Marketing Manager and Susie Maduro, Sales and Marketing Manager of SETAR, N.V. Accompanying the operators were their supervisors who had faith in them and wished to see them receive recognition for their fine work, and they were as pleased and proud for their employees as if they had won the awards themselves.

B&P Interface Aruba provides training seminars for operators amongst other courses, and it is their hope that the awards raise the standards of quality with the incentive they provide. The management of B&P give a special thank you to those that make their contribution to Aruba's tourism industry by working as telephone operators and to the major sponsors of this project, the RBTT Bank Aruba, N.V. and to SETAR, N.V. Congratulations to all the winners, and keep up the good work!